



# SAM

## SMS Alarm Manager

### General

SMS Alarm Manager (SAM) is a web based alarm managing tool for the SMS Comfort.

### Main

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Main Default start page.

[New alarm](#) Create a new alarm;

[Agent list](#) Edit, add or remove agents

[Scheduler](#) Create or edit alarm schedulers

[SMDR](#) Short message data reporting preferences



## New Alarm

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### **Edit alarm:**

**Ref:** Alarm **Reference** to accept and confirm the alarm, leading with **Alarm leading / Confirmation leading**

**Name:** Name of alarm

**Description:** Alarm description

**Phone / EMail:** Mobile number or email (sender) of remote alarm device.

**Keyword:** Alarm message sent from the remote device or a part of the message.

Full key message or only the necessary keywords between %keywords%

- "%" (percent) refers to: everything before and after % is not relevant.

- "\_" (underscore) refers to one character.

**DTMF:** sequence (up to 10 digits) sent after connection if blank call reject. (only for dial-up alarm)

**Message:** Message sent to the agents. (160 characters)

**Information:** extra info in SAM for manager.

**Enabled:** disables or enables alarm.

**Send body:** past received alarm trigger message in to the send message to agents limited till 160 characters.

**Active agents:** list of the selected agents out of the available agents.

**Available agents:** List of created available [agents](#)

**Scheduler:** List of created available [schedules](#)

**Interval:** time interval between the alarm messages sent to the different agents in minutes

**Broadcast:** allows sending alarm in bulk to all agents

**Stop at list end:** If active no messages will be sent after the last agent.

**If NOT** active alarm messages will loop until acceptance.

**Confirm to all:** allows sending confirmation message to all agents in active agents list.

**Confirm to sender:** allows sending confirmation message to the sender himself

**Alarm leading:** First part of the alarm message

**Confirmation leading:** First part of the Confirmation message

**Always copy to:** Email address of the supervisor

**Name manager:** Header name on email messages (from)

**EMail manager:** Email address to trigger alarm trough email. (@sms.domain)

**Delete:** to delete the alarm. extra confirmation.



**Example:**

Sms Comfort Alarm manager - Windows Internet Explorer

http://localhost:22281/alarms/KP\_9999.html

Sms Comfort Alarm manager

### Edit alarm

Ref: AI9999

Name: KP\_9999

Description: Antwerpsestraat 145

Phone / EMail:

Keyword: %keyword%

DTMF:

Message: Alarm Antwerpsestraat 145

Information: This is a general info

Enabled:

Send body:

Active agents: GSM Ben, GSM Paul, Email Paul, Email Joeri Available: Email Ben, GSM Joeri

Scheduler: 24h

Interval: 4 Minutes

Broadcast:

Stop at list end:

Confirm to all:

Confirm to sender:

Alarm leading: alarm

Confirmation leading: confirm

Always copy to: @sonal.be

Name manager: KP\_999

EMail manager: KP\_9999@sms.

Delete:

Save

Gereed Lokaal intranet 100%



## Agent List

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### Alarm agents

**Name:** agent name (used in message)

**Phone / EMail:** phone number (international format) or email address.

**Information:** extra info in SAM for manager

**Enabled:** enables or disables agent in SAM

**Active agents:** list of active agents in SAM

**Available agents:** list of available agents in SAM

### Buttons:

- **Clear:** clears the **Name + Phone / EMail + Information** in webpage
- **change:** alters the agent account
- **add:** adds new agent account
- **remove:** removes agent account

The screenshot shows a web browser window with the URL `http://localhost:22281/alarms/alarmAgents.html`. The page title is "SMS Alarm manager". The interface includes the SMS comfort logo and a navigation menu with "Main" selected. The "Alarm agents" section contains the following form fields and controls:

- Name:** Text input field containing "Email Jos".
- Phone / EMail:** Text input field.
- Information:** Text area containing "email Jos".
- Enabled:** A checkbox that is currently unchecked.
- Buttons:** "Clear", "Change", "Add", and "Remove".
- Active agents:** A list box containing "GSM Paul", "GSM Jos", "GSM Joeri", "Email Paul", and "Email Joeri".
- Available:** A list box containing "Email Jos".
- Save:** A button at the bottom of the form.

At the bottom of the page, there is a copyright notice: "Copyright © 2009 - Sonal nv". The browser's status bar shows "Lokaal intranet" and a zoom level of 100%.



## Scheduler

### Alarm scheduler list

[New schedule](#) add new schedule.

[24h](#) created schedule click to edit schedule

[Wday nacht \(17h-8h\) + WEnd](#) created schedule click to edit schedule

### Alarm scheduler

schedules are limited in week tables end hour timeframes.

The image shows two overlapping screenshots of the SMS Alarm manager web interface. The background screenshot displays the 'Alarm scheduler list' page with links for 'New schedule', '24h', and 'Wday nacht (17h-8h) + WEnd'. The foreground screenshot shows the 'Alarm scheduler' configuration page. It features a text input field with the name 'Wday nacht (17h-8h) + WEnd' and a 'Save' button. Below this is a grid for scheduling, with columns for days of the week (All, Mo, Tu, We, Th, Fr, Sa, Su) and rows for hourly timeframes from 00:00 - 01:00 to 23:00 - 24:00. Checkmarks in the grid indicate which timeframes are active for each day.

All	Mo	Tu	We	Th	Fr	Sa	Su
00:00 - 01:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
01:00 - 02:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
02:00 - 03:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
03:00 - 04:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
04:00 - 05:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
05:00 - 06:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
06:00 - 07:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
07:00 - 08:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
08:00 - 09:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09:00 - 10:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:00 - 11:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11:00 - 12:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12:00 - 13:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13:00 - 14:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14:00 - 15:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15:00 - 16:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16:00 - 17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17:00 - 18:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18:00 - 19:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19:00 - 20:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20:00 - 21:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21:00 - 22:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22:00 - 23:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23:00 - 24:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



## SMDR

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### **EMail SMDR report**

Instant SMDR report in CSV format.

select **from** starting date **to** end date of report.  
enter **email** address to send report to.

**Save** to create and send report.

The screenshot shows a web browser window with the URL `http://localhost:22281/alarms/smdr.html`. The page title is "Sms Comfort Alarm manager". The main content area features the SMS comfort logo and the heading "SMS Alarm manager". Below this, there is a "Main" link and a section titled "E-Mail SMDR report". The form includes "From" and "To" date pickers (1 Jun 2009 to 11 Jun 2009), an "E-Mail" input field containing "ps@domain.com", and a "Save" button. The footer of the page contains "Copyright © 2009 - Sonal nv". The browser's taskbar shows "Gereed" and "Lokaal intranet".



## Alarm Handeling

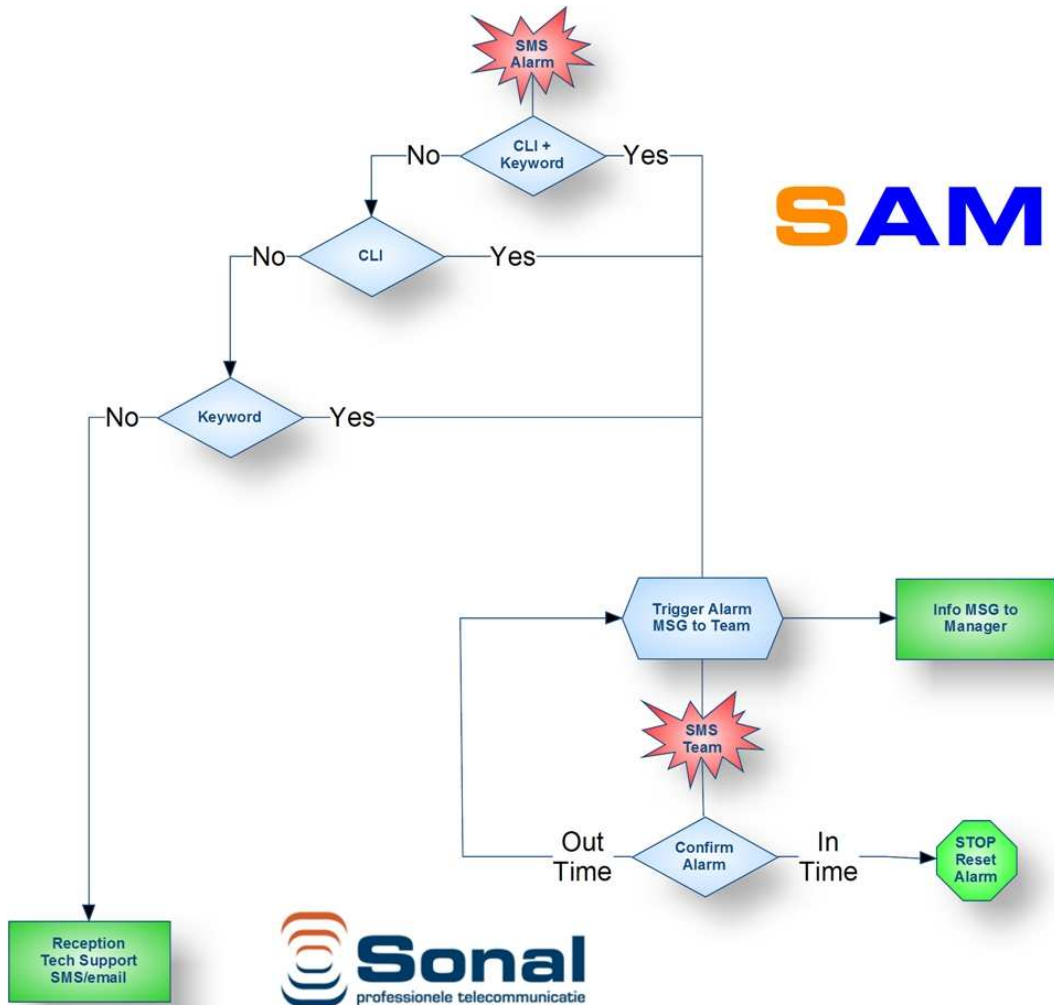
### Triggering an alarm:

By **sending** an **SMS** or **email** to **SAM** corresponding to the alarm settings an Alarm will be triggered.

Order of checking the alarm trigger:

1. **Phone / EMail + Keyword**
2. **Phone / EMail (voice call - SMS)**
3. **Keyword**

**Example:**





### Acceptation of the received alarm (confirmation)

Answering to the received alarm message with an SMS or email starting the message with "Alarm leading" - "Ref" - "extra info" is send along in confirmation message.

## Messages

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Alarm messages are build in next order:

**"Alarm leading" - "Ref" - "Name" - "Description" - "Message" - "Send body"**

Confirmation messages are build in next order:

**Confirmation leading" - "Ref" - "accepted agent" - "message body agent"**

## ODBC koppeling

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Koppeling naar SMS comfort database via SQLite ODBC Driver.

Uitlezen van de data verzonden en ontvangen berichten voor rapportering.  
(vb: Crystal Reports)

<b>Code</b>	<b>Product</b>	<b>Beschrijving</b>	<b>Opmerking</b>
<b>SMS_COMFORT</b>	SMS comfort standaard	- Enabling software for SMTP - 50 users - 1 comport - URL enabled	BASISPAKKET
<b>SMSC_ALARM</b>	SMS Alarm manager (SAM)	Webbased alarm manager	OPTIE